



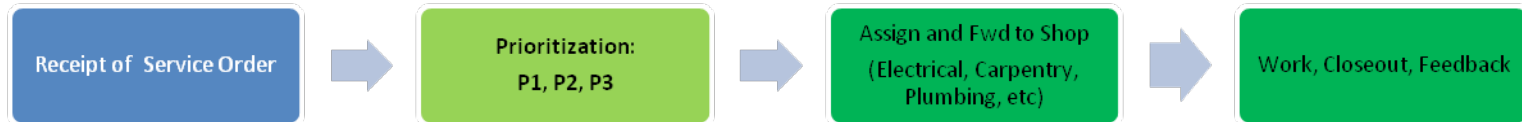
## **Ft Bliss DPW Service Orders.** Work that is corrective in nature, is not known in advance, and will take less than 40 man hours to

**Priority 1 - Emergency** (Life threatening, serious injury, loss/damage to govt property, ensure security, restore essential services, or respond to command priorities.) **Response within 1 hour during duty hrs, and 2 hrs during non-duty hrs. Complete work w/in 8 hrs** or advise govt of delay.

**Priority 2 - Urgent** (when the failure of service does not immediately endanger personnel or property, but will soon affect security, health, or well being of personnel, or correcting a condition that could become an emergency, response to a command emphasis, or aid in mission accomplishment)  
**Response within 3 days of notification, and complete within 7 days from notification.**

### **Priority 3 - Routine**

Response within 30 days. (those items not categorized as Emergency or Urgent)



***DPW Service Order Help Desk:  
Building 777  
1733 Pleasanton St, Ft Bliss, TX  
79912***

***Hours of operation: Monday-Friday  
0730-1600***

***Closed Saturday, Sunday and US  
holidays***

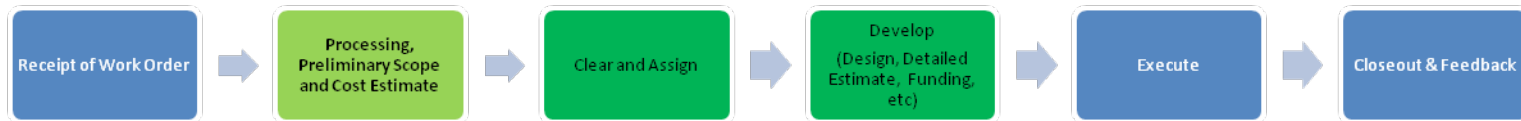
***Telephone number, duty hrs: 915-  
568-1107***

***Over 50,000 service orders  
in FY 11***

***Business Operations Branch Chief:  
Lisa Santana  
Ch., Business Operations Branch  
Directorate of Public Works  
Ft Bliss, TX 79912  
(O) 915-568-1792  
Lisa.santana@us.army.mil***



**Ft Bliss DPW Work Orders.** Work orders are submitted for new work, major repairs/modifications, and minor repairs above a service order level. A work request is work that is beyond the scope of a service order. It requires a combination of trades and usually costs more than \$3,000.00 or require greater than 40 hours of work. The DPW work order section accepts work orders (DA 4283) which must be submitted in person. An online form DA 4283 is provided for your download and use.



**DPW Work Order Desk:**  
**Building 777**  
**1733 Pleasanton St, Ft Bliss, TX 79912**  
**Hours of operation: Monday-Friday 0730-1600**  
**Closed for lunch (1130-1230)**  
**Closed Saturday, Sunday and US holidays**  
**Download DA 4283 at:**  
**<https://www.bliss.army.mil/DPW/default.html>**

**Over 2,000 work orders  
in FY 11**

**Business Operations Branch Chief:**  
**Lisa Santana**  
**Ch., Business Operations Branch**  
**Directorate of Public Works**  
**Ft Bliss, TX 79912**  
**(O) 915-568-1792**  
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